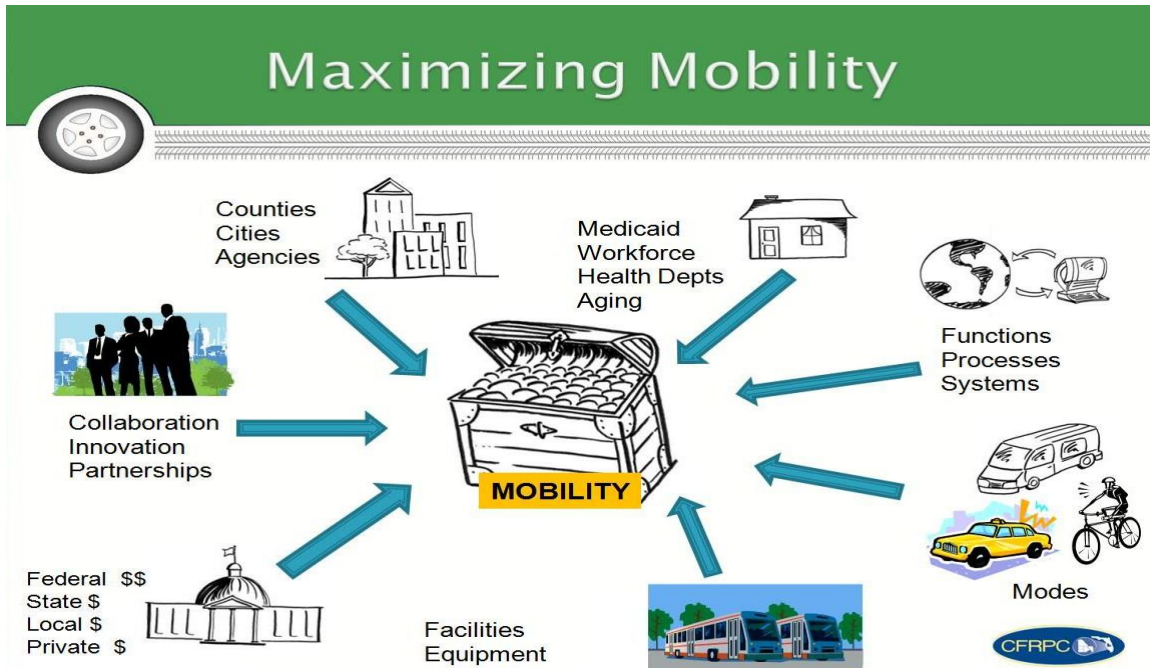


# SmartLink Mobility Management



Quarterly Report  
Prepared for the Mobility Management Board  
May 7, 2018



## Mobility Management Board

### Mission

Establish a coordination council for Scott and Carver Counties that leads to improved transportation options. Establish a needs group and provider network to enhance mobility options for all Scott and Carver County residents.

### Goals

- Decrease denials of trips for all residents
- Enhance access to services
- Improve use of resources
- Better coordination that leads to Livable Communities

### Vision

☞Serving the needs of Carver and Scott residents focusing on achieving a more coordinated system across transportation modes through enhanced information, communication, and service organization☞

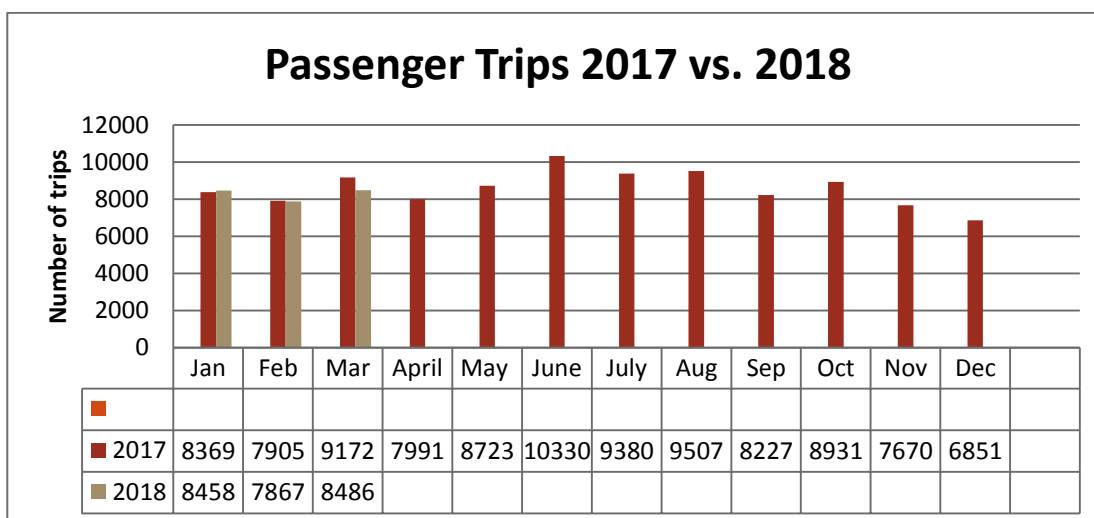
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*Dial a Ride Service*

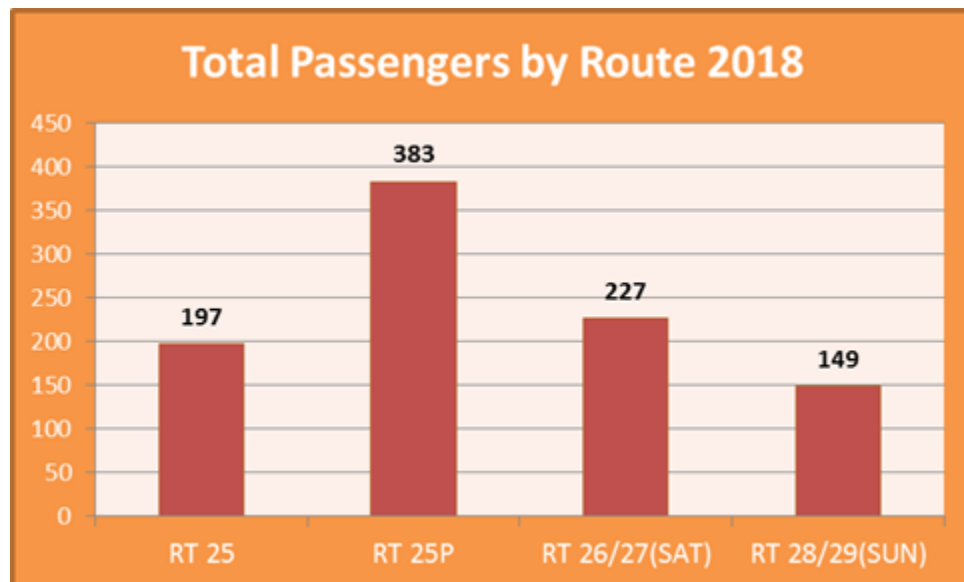
### Comparison of 2017 and 2018 Passenger Trips



## Expanded Evening and Weekend Service

- Routes 21-24 operate daily during Off Peak hours (10:00am-2:00pm) **\*No longer operate**
- Route 25 operates daily during AM Peak hours (6:00am-9:00am) **(June & July) \*As of August 1<sup>st</sup> hours have expanded to 2:00pm.**
- Route 25P operates daily during Evening hours (5:00pm-9:00pm)
- Route 27 operates on Saturday (7:30am-4:30pm)
- Route 29 operates on Sundays (7:30am-4:30pm)

### Expanded Services Route Hours





## Marketing

### Marketing initiatives include:

- Newsletter articles for HHS, CLT(internal for Community Health), City Of Shakopee, City of Prior lake, CAP newsletter
- Featured Amy Melby as new Travel Trainer in April/May SCENE (received 10 inquiries for Travel Training as of 5/1/18)
- Attended outreach events such as FISH, Live, Learn, Earn IZIs, Community Resource Fair Shakopee
- Spring Senior Expos in Chaska, Waconia
- FREE ride coupons available at outreach events to promote Dial-a-Ride service and encourage new users with a free round trip. 100 handed out, 10 redeemed
- Rebranding Initiative- Looking to capture new audiences and take away stigma of “the senior and disabled bus”. Working with Greg Preslicka on new logo concepts and SmartLink will have a new look and feel soon! Process of selecting early May (finalize look, colors, graphic elements) for Launch in June

***Rebranding Initiative: Looking to capture new audiences and take away stigma of “the senior and disabled bus”***







Medical  
Assistance  
Transportation  
Management

## Summary of Medical Assistance Service

*In Minnesota, Counties are responsible for administering certain aspects of Medical Assistance Nonemergency Medical Transportation. SmartLink is a lower cost alternative to the contracted service used by other surrounding counties. SmartLink Transit has been managing the Medical Assistance Non-Emergency Medical Transportation for Scott and Carver Counties since 2010. This portion of the Mobility Management Program has resulted in a substantial savings to the two counties for the administrative cost of this transportation.*

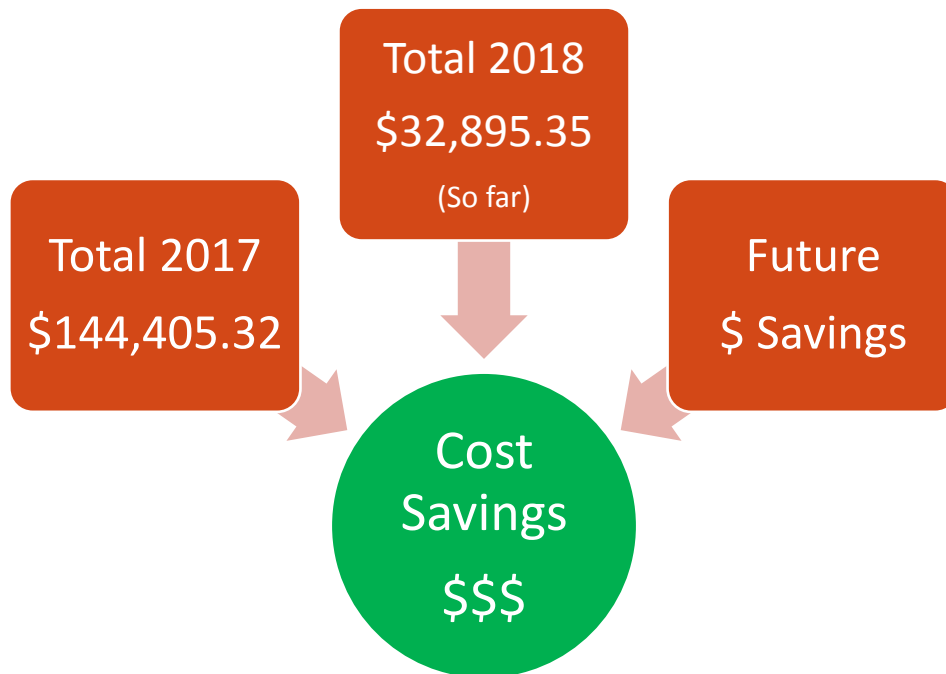
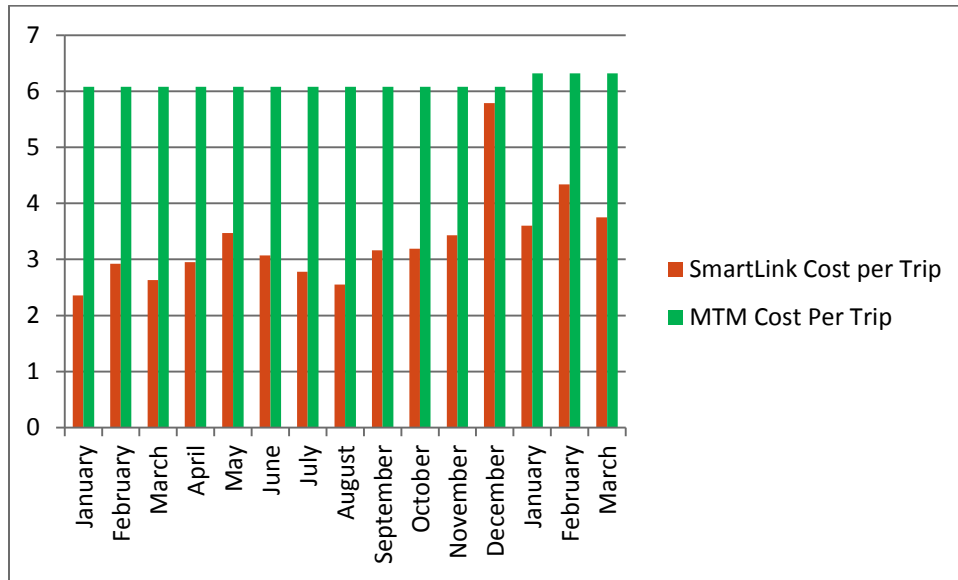
### MEDICAL ASSISTANCE TRIPS SCHEDULED IN 2017

January	4,307
February	3,930
March	4,424
April	3,850
May	4,081
June	4,137
July	4,003
August	4,478
September	3,950
October	4,393
November	4,200
December	4,036
<b>Total Medical Assistance Trips Scheduled in 2017</b>	<b>49,789</b>

### MEDICAL ASSISTANCE TRIPS SCHEDULED IN 2018

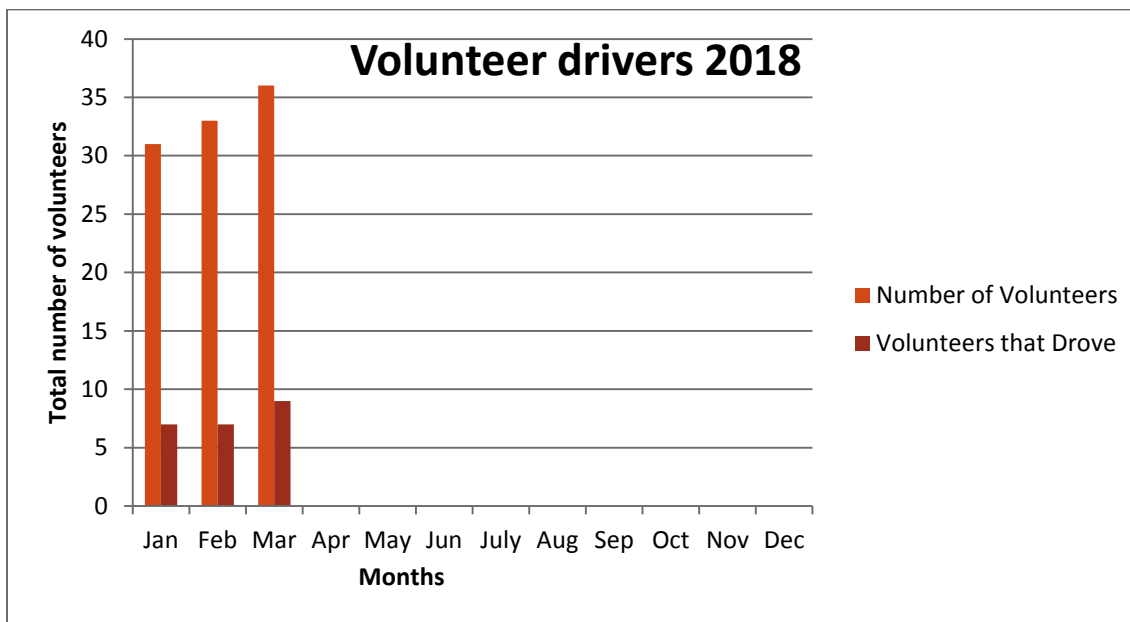
January	4,701
February	4,228
March	4,567
April	
May	
June	
July	
August	
September	
October	
November	
December	
<b>Total Medical Assistance Trips Scheduled in 2018</b>	<b>13,496</b>

## Cost Savings on Medical Assistance Trip Management



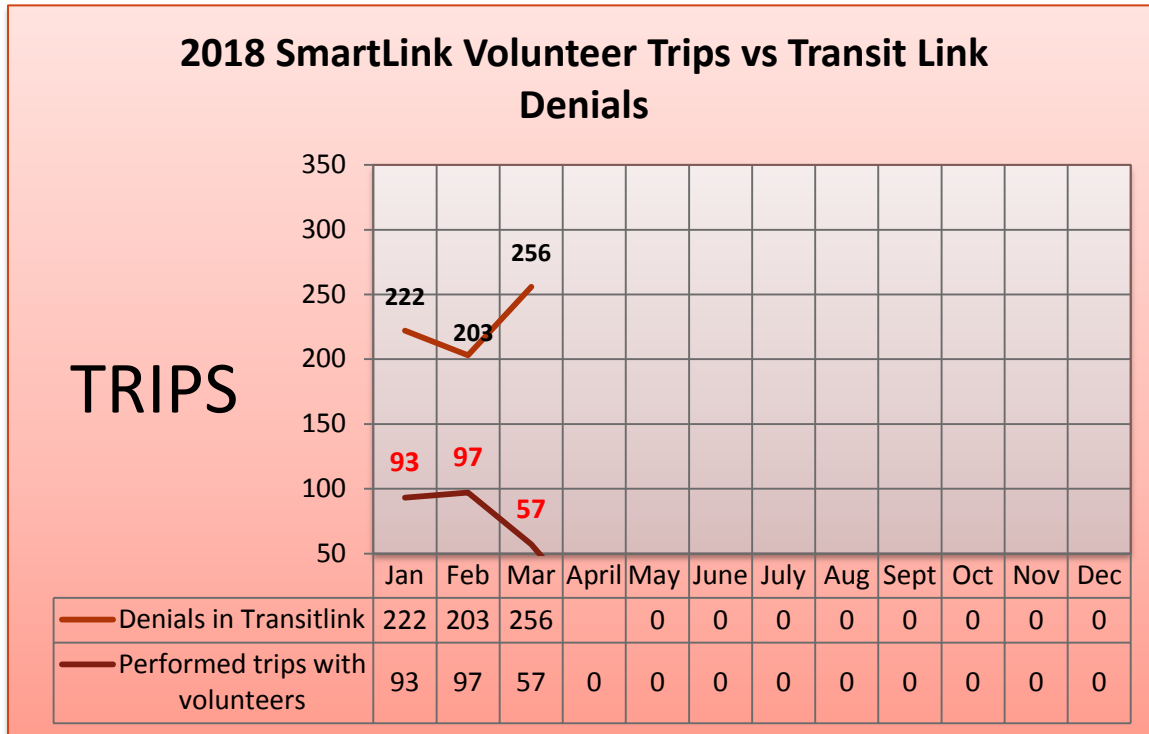


## Volunteer Driver Program Statistics



By maintaining a pool of volunteer drivers located in both Scott and Carver Counties, SmartLink Mobility Management is able to provide trips that do not fit within the parameters of the Dial-a-Ride System and complete them with volunteers. This service helps to decrease denied trips and provide a more coordinated mobility system. This service has been crucial for older adults who need assistance getting to medical appointments outside the counties, but may not qualify for certain benefits.





*Denied trips in the Transit Link service are inevitable because you cannot provide every mobility need with bus service. The volunteer driver program is meant to supplement the Transit Link service and provide solutions to the citizens of Scott and Carver Counties that are not available on a bus.*



## Shared Vehicle

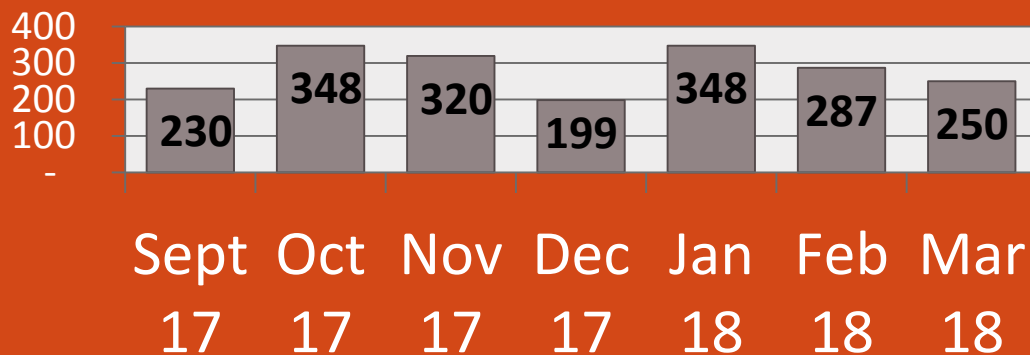


### Updates on Shared Vehicle Collaboration

#### *NYA Shared Vehicle Group*

- Bus began service in September/2017
- Contracts in place with Community Ed., Harbor, Haven. St. Johns Church, Peace Villa, city of Cologne? City of Mayer? MRCI?
- Looking for Lions and VFW grant to help fund trips for Seniors
- Drivers for the bus were trained in December
- Community Events to be posted in Community ED. Bulletins
- Next partners being formed in Chaska and Shakopee

### Shared Vehicle Trips



## Travel Training



### Travel Training initiatives include:

- Mailed out Travel Training introduction letters to all senior housing, churches and medical clinics in Scott and Carver counties.
- Met with a number of new contacts due to the letters; State of MN Vocational Rehabilitation counselors, The Haven drug rehabilitation counselors, and Waconia Chamber of Commerce.
- At the request of All Saints Senior Living (Shakopee), created a Travel Training insert for senior housing newsletters, to be sent to families of residents to inform them of the services offered. This insert has been provided to a number of other facilities as well.
- Compiled lists of other transportation resources for customer service, and anyone needing the information. The lists include contracted paratransit companies, other paratransit companies, taxi services that operate in both Scott and Carver counties, other transit companies (eg. True Transit, Uber, Lyft, etc.)
- Attended outreach events such as FISH, Live, Learn, Earn IZI, Celebrate Jordan, and Scott County Community Resource Fair.
- Worked with Scott County Jail Sergeant Kevin Nelson and Captain Doug Schnurr, to provide better alternatives when released inmates do not have transportation.
- Met with a New Prague rider that wrote a letter to Commissioner Weckman-Brekke. Spent an hour with the rider and listened to her concerns. Explained why we no longer can do rides to Burnsville Center, and other changes to the services she once had. Though I was not able to fix any of her issues, she felt heard and

was very happy with the time spent together. She has called into customer service since and noticeably more understanding.

- Planning the May 15<sup>th</sup> Transportation Needs Group *Lunch & Learn*.

### **Great Team Work!!**

Jennifer Baker from the CAP Agency referred Lesley Wyman to Amy Melby as a possible resource to assist with a travel issue. Lesley is a Community Specialist with the Integrated Arts Academy in Chaska, which is a part of the Eastern Carver County School District. For two months Lesley had been working to find a means of transportation for high school Senior for two separate college visits. The student is being recruited to play football for both Century Lakes College (Brainerd) and Rochester Community & Technical College. The student does not have family, or friends that could transport him to visit the college campuses, and meet with the football coaches.

On a Friday morning, a few hours after receiving the email from Lesley, with the assistance of Maria Samuelson, Amy was able to inform both Lesley and the student that a volunteer driver would be able to drive the student to Brainerd the following week. The volunteer is also lined up to take the student to Rochester in the near future.

### **Waconia: Working Together!**

Amy met with Kellie Sites of the Waconia Chamber of Commerce. Kellie's understanding of SmartLink was that of a means of transportation for the disabled and elderly. She fields calls from the community often about different means of transportation. Being there isn't any other public transportation in Waconia, she will make sure they share SmartLink services with the community. She was familiar with WeCab but did not understand that we provide the same service via our volunteer drivers. Kellie plans to find ways to help obtain volunteer drivers in the Waconia area. Though she was not surprised that SmartLink hadn't been able to get volunteers in Waconia (she has a similar issue with the churches she's involved with), she believes she has a few resources to promote the program and need for volunteers, both in her job and in her church.

Kellie will be sure to invite us to attend the 2019 Community Expo, and share the Travel Trainer brochures with those she believes could benefit. We will also work to heavily promote volunteer drivers at the Carver County Senior Expo in Waconia on May 16<sup>th</sup>.